

Enterprise Incident Report October 2011

As of 11/1/2011

Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	High	Low	FCR Total
Human Resource Management	1	84	85
	1	46	47
Customer Company Total	1	84	85
	1	46	47

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents			
Bottom Number - Missed Inital Response			
Customer Company	High	Low	MIR Total
Human Resource Management	1	84	85
	0	8	8
Customer Company Total	1	84	85
	0	8	8

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	High	Low	ATTIR Total
Human Resource Management	1 0.13	84 0.34	85 0.34
Customer Company Total	1 0.13	84 0.34	85 0.34

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
	High	Low	MR Total
Human Resource Management	1	84	85
	0	2	2
Customer Company Total	1	84	85
	0	2	2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	High	Low	ATTR Total
Human Resource Management	1 0.78	84 1.72	85 1.71
Customer Company Total	1 0.78	84 1.72	85 1.71

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Detail

INC000000379012	Debbie Cragun Capitol Desktop Support	Mobile Devices Brian Bintz	Error Human Resource Management	iPhone Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.29 42.72
INC000000380503	Michelle Imperiale Metro D Desktop Support	Application Eldon Jenson	Error Human Resource Management	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.50
INC000000388539	Lowe Rudd Capitol Desktop Support	Application Brian Bintz	Error Human Resource Management	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.53 21.08
INC000000390333	Matt Romney Help Desk	None Vicky Marrelli	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000392088	Cleo Bird Metro C Desktop Support	PC/Laptop Ken Knobel	Error Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.82
INC000000392101	Mike Tribe Metro B Desktop Support	Application Bill Crowther	Error Human Resource Management	Microsoft Word Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.06 1.20
INC000000392169	Gaye Betts Metro D Desktop Support	Print/Copy/Scan/Fax Dusty Serr	Queue Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.95 3.79
INC000000392717	Tami Hart Help Desk	Application Brenda Treadway	Error Human Resource Management	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392822	JJ Acker Metro B Desktop Support	PC/Laptop Bill Crowther	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.72
INC000000393270	Dave Gardner Rural Central Desktop Support	None Robert Case	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000393362	Angela Abbott Capitol Desktop Support	Application Brian Bintz	Password Human Resource Management	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.01 5.91
INC000000393454	David Kitchen Voice Operations	Telecom Lois Schow	Voice Mail Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.17
INC000000393625	Marian Capito Metro D Help Desk	Network Doug Brown	Error Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.93 0.93
INC000000394061	Michelle Imperiale Metro D Desktop Support	Print/Copy/Scan/Fax Eldon Jenson	Queue Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.99 2.51
INC000000394071	Cole Gilmore Capitol Hosting	Telecom Curtis Parker	None Human Resource Management	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.39 4.39
INC000000394578	Debbie Martinez Metro A Desktop Support	Application Adam Staks	Reporting Human Resource Management	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.61

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INC000000394625	Jeri Lea Buckley Metro C Help Desk	Server Karen Gross	None Human Resource Management	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394699	Cleo Bird Metro C Desktop Support	None Chad D Fowers	None Human Resource Management	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 5.28
INC000000394709	Michelle Imperiale Metro D Desktop Support	Print/Copy/Scan/Fax Eldon Jenson	Incident Human Resource Management	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.12 1.12
INC000000395198	Patty Young Metro B Help Desk	Network Janet Hongsyvilay	Incident Human Resource Management	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000395256	Tina Sweet Metro D Desktop Support	Application Jon Hager	Error Human Resource Management	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395420	Rosanne Ricks Metro B Desktop Support	Network Torri Randa	Error Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.78
INC000000395522	Jolene Davis Rural Central Desktop Support	None Troy Morris	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396930	Cole Gilmore Capitol Desktop Support	Network Brian Bintz	Password Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.38 2.14
INC000000396973	Carrie Stevenson Rural Central Desktop Support	PC/Laptop Robert Case	Performance Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 1.61
INC000000397031	Melissa Little Metro C Help Desk	None Reed Stohel	None Human Resource Management	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397046	Tami Hart Metro D Help Desk	Network Jed Patrick	Password Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397108	Sarah W Thomson Metro D Desktop Support	Application Rod Tucker	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397199	Kimball Tanner Voice Operations	Telecom Gail Christiansen	Coverage Path Human Resource Management	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24
INC000000397206	Sarah W Thomson Metro D Desktop Support	Application Rod Tucker	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397242	Sarah Tice Help Desk	None James Stearns	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.39
INC000000397265	Sarah Tice Voice Operations	Telecom Kelly Johnson	Feature Human Resource Management	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.78
INC000000397748	Jeffie Dickerson Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Resource Management	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 0.64

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INC000000397939	Karen Harris Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Resource Management	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 1.20
INC000000397949	Gaye Betts Metro D Desktop Support	None Denise Wardle	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397960	Cole Gilmore Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Incident Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398039	Sarah W Thomson Application Support	None Steve Durtschi	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.44
INC000000398363	Jolene Davis Rural Central Desktop Support	Application John Donaldson	Password Human Resource Management	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398506	Tammy Hunt Capitol Desktop Support	Network Scott Wunderlich	Error Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.35
INC000000398583	Crystal Ludwig Metro B Desktop Support	Application Torri Randa	Error Human Resource Management	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 5.71
INC000000398652	Michelle Imperiale Metro D Desktop Support	Application Philip Henderson	Error Human Resource Management	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.96 0.96
INC000000398701	Rachel Dodge Voice Operations	Telecom Lois Schow	Voice Mail Human Resource Management	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.18
INC000000398829	Amy Ridge Metro B Help Desk	Application Janet Hongsyvilay	None Human Resource Management	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.14
INC000000398983	Sarah W Thomson Metro D Desktop Support	Print/Copy/Scan/Fax Rod Tucker	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399029	Lowe Rudd Capitol Desktop Support	Network Brian Bintz	Password Human Resource Management	PGP Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.02 1.02
INC000000399116	Rosanne Ricks Help Desk	Application Vicky Marrelli	Error Human Resource Management	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000399149	Michelle Imperiale Metro D Desktop Support	Print/Copy/Scan/Fax Eldon Jenson	Incident Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 1.20
INC000000399362	Terry Haywood Metro C Help Desk	Application Torrens Arnold	Password Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399734	Sarah Tice Application Services	Application Martin Gonzalez	Reporting Human Resource Management	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.35
INC000000400004	Sarah W Thomson Metro D Desktop Support	Application Rod Tucker	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000400102	Kimball Tanner Voice/Data/WAN Services	Telecom Mark Thomas	Hardware Human Resource Management	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 3.35
INC000000400248	Anita Quibell Metro C Help Desk	None Reed Stohel	None Human Resource Management	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400458	Bart Olsen Application Services	Application Martin Gonzalez	Reporting Human Resource Management	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.33 3.17
INC000000400533	Larene Wyss Capitol Desktop Support	Network Brian Bintz	Incident Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 5.95
INC000000400546	Carrie Stevenson Voice Operations	Telecom Gail Christiansen	Call/Receive Human Resource Management	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 1.02
INC000000400713	Carmen Nichol Metro C Help Desk	None Ross Owen	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400772	Tami Hart Help Desk	Network James Stearns	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401213	Nina Schnarr Metro D Help Desk	None Jed Patrick	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401235	Natalie Gearheart Metro B Help Desk	Application Gavin Barney	Error Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401459	Jolene Davis Rural Central Desktop Support	Application John Donaldson	Password Human Resource Management	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401555	Peggy Romney Metro B Desktop Support	PC/Laptop Jay Locker	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401631	Tami Hart Help Desk	Network James Stearns	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401859	Trish Anderson Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	Error Code Human Resource Management	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.21 1.22
INC000000401860	Debbie Martinez Metro A Desktop Support	Application Edward Fortner	Reporting Human Resource Management	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.51
INC000000401999	Jill Barela Metro C Help Desk	Application Karen Gross	Error Human Resource Management	Microsoft Windows 7 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402032	Marian Capito Metro D Help Desk	None Doug Brown	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402388	Shannon Casias Capitol Desktop Support	Application Scott Wunderlich	Reporting Human Resource Management	Visio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 1.34

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INC000000402410	Rebecca Lisor Capitol Desktop Support	Application Scott Wunderlich	Error Human Resource Management	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 1.04
INC000000402606	Rick Hughes Capitol Desktop Support	Network Brian Bintz	Error Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.81 1.01
INC000000402866	Kathy Mares Metro B Help Desk	Application Val Shepherd	None Human Resource Management	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402916	Kathy Mares Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000403577	Jamie Boyle Capitol Desktop Support	PC/Laptop Brian Bintz	Performance Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.50
INC000000403683	Marianne Schow Capitol Desktop Support	None Brian Bintz	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.34
INC000000403985	Dana Powers Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
INC000000404039	Dan Brentel Metro C Help Desk	None Cindy Romrell	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404496	Matt Romney Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Resource Management	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.55
INC000000404757	Marianne Schow Capitol Desktop Support	Network Brian Bintz	Error Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 3.19
INC000000405579	April Nicholls Metro D Help Desk	None Doug Brown	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406081	Michelle Campbell Capitol Hosting	Application Kyle Burkhardt	Password Human Resource Management	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 5.65
INC000000406298	Carita Eldredge Metro B Help Desk	None Val Shepherd	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406338	Michelle Campbell Metro A Help Desk	Network Cindy Schroeder	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406664	Rick Hughes Capitol Desktop Support	PC/Laptop Scott Wunderlich	Password Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.41
INC000000407272	Casey Parry Voice Operations	Telecom Romanza Hamblin	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.42
INC000000407438	Kathryn Medina Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	Incident Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.22

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INC000000407575	Debi Tripp	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00